

Arizona Service Quality Penalty Calculation - 2008

Month Number of Days	JAN 31	FEB 29	MAR 31	APR 30	MAY 31	JUN 30	JUL 31	AUG 31	SEP 30	OCT 31	NOV 30	DEC 31
Residence - Business Office Access												
Calls in <20 sec	144,121	197,660	191,228									
Calls - Total Offered *	231,098	230,354	231,645									
% in > 20 sec	37.64%	14.19%	17.45%									
% in < 20 sec	62.36%	85.81%	82.55%									
Penalties (Offsets) Per Day	1,000	-2,000	0									
Total Penalties (Offsets) Per Month	31,000	-58,000	0	0	0	0	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD	31,000	-27,000	-27,000									
Business - Business Office Access												
Calls in <20 sec	27,864	25,857	25,192									
Calls - Total Offered	31,004	28,774	28,499									
% in > 20 sec	10.13%	10.14%	11.60%									
% in < 20 sec	89.87%	89.86%	88.40%									
Penalties (Offsets) Per Day	-2,000	-2,000	-2,000									
Total Penalties (Offsets) Per Month	-62,000	-58,000	-62,000	0	0	0	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD	-62,000	-120,000	-182,000									
Repair - Business & Residence												
Calls in <20 sec	40,254	33,350	31,382									
Calls - Total Offered	48,991	40,694	40,662									
% in > 20 sec	17.83%	18.05%	22.82%									
% in < 20 sec	82.17%	81.95%	77.18%									
Penalties (Offsets) Per Day	0	0	0									
Total Penalties (Offsets) Per Month	0	0	0	0	0	0	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD	0	0	0				0	0	0	0	0	0
Held Orders												
Held Orders	21	24	31									
Access Lines **	1,632,268	1,619,661	1,604,573									
% Held Orders of Access Lines	0.0013%	0.0015%	0.0019%									
Penalties (Offsets) Per Day	-4,000	-4,000	-4,000									
Total Penalties (Offsets) Per Month	-124,000	-116,000	-124,000	0	0	0	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD	-124,000	-240,000	-364,000									
Out of Service Repair Times												
Out of Service < 24 hours	14,948	13,904	13,167									
Total Out of Service	19,839	17,651	14,177									
% Out of Service < 24 hours	75.35%	78.77%	92.88%									
Penalties (Offsets) Per Day	1,000	1,000	-2,000									
Total Penalties (Offsets) Per Month	31,000	29,000	-62,000	0	0	0	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD	31,000	60,000	-2,000									
Total Service Quality Penalties YTD	62,000	60,000	0	0	0	0	0	0	0	0	0	0

*Call handling includes 14-state region vs. AZ/NM district

**Retail access lines only